

HEWLETT-PACKARD COMPANY
Intellectual Property Administration
P. O. Box 272400
Fort Collins, Colorado 80527-2400

01-16-01

PATENT APPLICATION

ATTORNEY DOCKET NO. 20990041US

A

IN THE U.S. PATENT AND TRADEMARK OFFICE
Patent Application Transmittal Letter

RECEIVED
U.S. PATENT AND TRADEMARK OFFICE
COMMISSIONER FOR PATENTS
Washington, D.C. 20231

Sir:

Transmitted herewith for filing under 37 CFR 1.53(b) is a(n): Utility Design
 original patent application,
 continuation-in-part application

Jc564 U.S. PTO
09/760099
01/11/01

INVENTOR(S): ULMER, F., ET AL.

TITLE: SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR PROVIDING A REMOTE SUPPORT SERVICE

Enclosed are:

The Declaration and Power of Attorney. signed unsigned or partially signed
 17 sheets of drawings (one set) Associate Power of Attorney
 Form PTO-1449 Information Disclosure Statement and Form PTO-1449
 Priority document(s) (Other) (fee \$ _____)

CLAIMS AS FILED BY OTHER THAN A SMALL ENTITY				
(1) FOR	(2) NUMBER FILED	(3) NUMBER EXTRA	(4) RATE	(5) TOTALS
TOTAL CLAIMS	16 — 20	0	X \$18	\$ 0
INDEPENDENT CLAIMS	4 — 3	1	X \$80	\$ 80
ANY MULTIPLE DEPENDENT CLAIMS	0		\$270	\$ 0
BASIC FEE: Design (\$320.00); Utility (\$710.00)				\$ 710
TOTAL FILING FEE				\$ 790
OTHER FEES				\$
TOTAL CHARGES TO DEPOSIT ACCOUNT				\$ 790

Charge \$ 790 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any over payment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16, 1.17, 1.19, 1.20 and 1.21. A duplicate copy of this sheet is enclosed.

"Express Mail" label no. EL725356888US

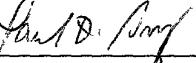
Date of Deposit JAN. 11, 2001

I hereby certify that this is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to: Commissioner for Patents, Washington, D.C. 20231.

By 
Typed Name: DAVID L. BARNES

Respectfully submitted,

ULMER, F., ET AL.

By 

PAUL D. GREELEY

Attorney/Agent for Applicant(s)
Reg. No. 31,019

Date: JAN. 11, 2001

Telephone No.: (203) 327-4500